

FREQUENTLY ASKED QUESTIONS  
(FAQs)



**When does my transition to City of Kirkland customer go into effect?** Effective June 1, your curbside collection services will be provided through the City of Kirkland's solid waste contract with Waste Management.

**Will my service provider change?** Waste Management will continue to be your service provider.

**Will my service day change?** Your service day will not change. All materials, including your recycling, will now be collected weekly.

**Who will send me my bill?** The City of Kirkland bills for solid waste services. If you have billing questions, please call the City of Kirkland Utility Billing at 425-587-3150 or email [utilitybilling@kirklandwa.gov](mailto:utilitybilling@kirklandwa.gov).

**Will my billing cycle change?** Yes. Instead of receiving your bill every quarter, you will receive your bill every 2 months. You will receive a final bill from Waste Management (if you haven't already) that will include all cost of services through May 31. Your next bill will be sent by the City of Kirkland in September and will include 3 months of service (June, July and August). All subsequent bills will only include 2 months of service.

**Will my rates change?** Yes. Your new rates are established by the City of Kirkland. New rates for services are:

GARBAGE	35 gallon	\$ 4.15/mo	(Monthly collection)
SERVICE	20 gallon	\$10.28/mo	(Weekly collection)
OPTIONS	35 gallon	\$17.99/mo	(Weekly collection)
	64 gallon	\$32.89/mo	(Weekly collection)
	96 gallon	\$49.34/mo	(Weekly collection)
<small>*Price includes carts and weekly recycling and yard waste service. Rates do not include applicable taxes and fees.</small>			

**Will I get an updated recycling brochure?** Of course. We want you to know what materials go in each cart. An updated and comprehensive service brochure including recycling and food/yard waste guidelines, new service offerings, holiday schedules, billing information and more, will be mailed to you in June.



THINK GREEN.™

720 4th Ave, Suite 400, Kirkland, WA 98033  
[wmnorthwest.com/kirkland](http://wmnorthwest.com/kirkland)  
1-800-592-9995 (M-F 7AM-5PM)

C111\_Kirk UTC ♻️ 30% post-consumer recycled paper



Waste  
Management  
welcomes you  
to Kirkland.

Effective June 1, your garbage, recycling and food/yard waste will be collected as part of the City of Kirkland's solid waste contract with Waste Management.



THINK GREEN.™



Effective June 1, your curbside collection services will be provided through the City of Kirkland's solid waste contract with Waste Management. Making the transition from an unincorporated King County customer to a City of Kirkland customer will be simple. Here are a few things to keep in mind:

### SAME HIGH-QUALITY SERVICE

Waste Management will continue to provide collection of garbage, recycling and food/yard waste service. Recycling will now be collected weekly. Your collection day will stay the same.

### WATCH YOUR MAIL

In June 2011, we will be sending you a comprehensive services brochure with updated recycling and food/yard waste guidelines, information on proper hazardous waste disposal and helpful waste reduction tips.

### NEW RECYCLABLES ACCEPTED

**New!** Plastic cups and bagged plastic grocery bags now accepted in your curbside recycling cart.

### NO COST FOR EXTRA RECYCLABLES OR YARD WASTE

- Put extra recycling in 32-gallon containers with handle and lid. Please label "Recycle."
- Put extra yard waste in Kraft paper yard bags or 32-gallon containers with handle and lid (65 lb limit). Please label "Yard."

## ADDITIONAL INFORMATION

### COLLECTION GUIDELINES

Your containers will be collected weekly.

- Place containers at the curb by 7:00 a.m.
- Place containers two (2) feet apart with lids opening towards street.
- Place containers at least three (3) feet from obstructions such as cars, trees, mailboxes. (Our trucks need clear access to empty containers.)
- Place wheels as close to the curb as possible.



### MORE SERVICE OFFERINGS

#### Compact Fluorescent Bulb Collection

Beginning July 1, 2011, customers will be able to recycle their compact fluorescent light bulbs (CFLs) at the curb. By request, Waste Management will provide a cushioned and re-sealable bag. Fill up the bag with your burnt out bulbs, seal it, and place it on your recycling cart on your next collection day.



#### Christmas Tree Collection

Curbside collection of whole, unflocked trees will occur during the first two weeks of January every year at no additional cost. Alternatively, you can place small, cut up pieces of the tree in your yard waste cart. Please remove all tinsel from the trees.



#### Bulky Items

Bulky items such as mattresses, appliances, furniture and building materials can be picked up by special arrangement for a fee. Call Waste Management customer service at 1-800-592-9995 for information.

#### Electronics Recycling

Computers, keyboards, cell phones, TVs (21" screen size limit), etc. Limit 2' x 2', 60 pounds



#### Reusable Clothing & Linens

Put in clear plastic bag

#### Motor Oil

Place in 1-gallon milk jugs with screw-on lids  
Label with your name and address  
Limit 2 gallons per week



Place  
two  
feet  
from  
your  
carts

\* These services are provided at no additional cost.

## WHAT GOES IN YOUR CARTS

### Recycle

Empty your clean recyclables out of bags and boxes into your blue recycling cart for easy sorting.



Clean paper and cardboard

Bagged plastic grocery bags

Clean glass bottles and jars  
(no caps)



Paper food containers

Clean plastic bottles, tubs, jugs, and cups only  
(no lids or caps)



Clean metal and foil

## Food and Yard Waste

All of these materials can go in your gray food and yard waste cart.



Food scraps and leftovers



Food-soiled paper (no plastic)



Plants and flowers

Approved Compostable Packaging

More items at [gogreenscene.com](http://gogreenscene.com)

No hazardous waste, recyclables or yard waste allowed in the garbage. Please dispose of these materials properly.